

We claim:

1. An apparatus for coordinating communication between one or more agents and a plurality of communication channels associated with different media formats, the apparatus comprising:

means for receiving a first request in a first media format via a first communication channel;

means for receiving a second request in a second media format via a second communication channel;

means for determining the media formats the one or more agents can access; and

means for assigning the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats the one or more agents can access.

2. The apparatus, as set forth in claim 1, further comprising:

means for assigning the one or more agents to handle the first and second requests based on the subject matter of the first and second requests and the skills associated with the one or more agents.

3. The apparatus, as set forth in claim 1, further comprising:

means for queuing the first and second requests until one of the one or more agents is available to accept the first or second requests.

4. The apparatus, as set forth in claim 1, further comprising:

means for assigning the first and second requests to the one or more agents based on a set of rules.

5. The apparatus, as set forth in claim 4, further comprising:

means for allowing an agent to decline being assigned to the first or second requests.

6. The apparatus, as set forth in claim 4, further comprising:

means for allowing an agent to route a request assigned to the agent to another

3 agent.

1 7. A method for coordinating communication between one or more agents and a
2 plurality of communication channels associated with different media formats, the method
3 comprising:

4 receiving a first request in a first media format via a first communication channel;
5 receiving a second request in a second media format via a second communication
6 channel;
7 determining the media formats the one or more agents can access; and
8 assigning the one or more agents to handle the first and second requests based on
9 the media formats of the first and second requests and the media formats
10 the one or more agents can access.

1 8. The method, as set forth in claim 7, further comprising:
2 assigning the one or more agents to handle the first and second requests based on
3 the subject matter of the first and second requests and the skills associated
4 with the one or more agents.

1 9. The method, as set forth in claim 7, further comprising:
2 queuing the first and second requests until one of the one or more agents is
3 available to accept the first or second requests.

1 10. The method, as set forth in claim 7, further comprising:
2 assigning the first and second requests to the one or more agents based on a set of
3 rules.

1 11. The method, as set forth in claim 10, further comprising:
2 allowing an agent to decline being assigned to the first or second requests.

1 12. The method, as set forth in claim 10, further comprising:
2 allowing an agent to route a request assigned to the agent to another agent.

1 13. A computer readable storage media comprising:

computer instructions to implement the method of claim 7.

14. A signal in a carrier medium comprising:

computer instructions to implement the method of claim 7.

15. A system for coordinating communication between one or more agents and a plurality of communication channels associated with different media formats, the system comprising:

a first computer server operable to receive a first request in a first media format via a first communication channel and a second request in a second media format via a second communication channel;

a queuing engine operable to determine the media formats the one or more agents can access, and to assign the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats the one or more agents can access.

16. The system, as set forth in claim 15, wherein the queuing engine is further operable to:

assign the one or more agents to handle the first and second requests based on the subject matter of the first and second requests and the skills associated with the one or more agents.

17. The system, as set forth in claim 15, wherein the queuing engine is further operable to:

queue the first and second requests until one of the one or more agents is available to accept the first or second requests.

18. The system, as set forth in claim 15, wherein the queuing engine is further operable to:

assign the first and second requests to the one or more agents based on a set of rules.

19. The system, as set forth in claim 10, wherein the queuing engine is further operable to:

allow an agent to decline being assigned to the first or second requests.

20. The system, as set forth in claim 10, wherein the queuing engine is further operable to:

allow an agent to route a request assigned to the agent to another agent.

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